



**North Carolina Department of Health and Human Services
The Division of Health Service Regulation, Adult Care Licensure Section**

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Michael F. Easley, Governor

Carmen Hooker Odom, Secretary

Barbara Ryan, Chief

TRAINING ANNOUNCEMENT

MEMORANDUM

To: County Directors Social Services

Attn.: Supervisors/Adult Home Specialists

From: Barbara Ryan., Chief
Adult Care Licensure Section

Re: Complaint Investigation

Date: September 4, 2007

This is to announce the Division of Health Service Regulation will be offering Complaint Investigation Training in Lexington, North Carolina, Mendenhall Building Room 116, for adult home specialist/supervisors and new surveyors. The workshop will begin on Tuesday, September 25 2007 at 1:00 p.m. and end Wednesday, September 26, at 1:00 p.m. The Adult Care Licensure Section has implemented the following format/structure for training of the new county adult home specialist: pre-basic orientation, basic orientation, post basic orientation training, and complaint investigation. The pre and post basic orientations are provided via the survey process.

The primary goal of Complaint Investigation Training is to enhance the knowledge and skill ability of the new adult home specialists/supervisors and surveyors in investigating rule based allegations in adult care homes. Areas covered will include intake and analysis, investigative planning, investigation techniques and procedures, findings analysis, and written documentation.



It is the responsibility of the county department of social services to cover the cost of the associated travel and per diem expenses of the workshop.

Please complete the attached registration form and return to Frances Messer, RN Trainer, Adult Care Licensure Section by September 14, 2007.

We look forward to seeing you on the 25th of September in Raleigh. If you have any questions, please contact Martha Womble, or Frances Messer, Trainers at (919) 855-3765.

- **Please bring your Licensure Rule Book**

